CONSOLIDATED HELP DESK ACTIVITY REPORT
1 – 31 AUGUST 2003

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

90   IDHS CHD New Tickets Logged

8	Broadsword New Tickets Logged	41	ISSE New Tickets Logged
25	JEDI / AFDI New Tickets Logged	2	JEDI / CSE-SS New Tickets Logged
4	JEDI / JEDI New Tickets Logged	1	JTT / ITS New Tickets Logged
8	JTT / JTT New Tickets Logged	1	Other New Tickets Logged

25   IDHS CHD Brought Forward

2	Broadsword Tickets Brought Forward	7	ISSE Tickets Brought Forward
13	JEDI / AFDI Tickets Brought Forward	1	JEDI / CSE-SS Tickets Brought Forward
0	JEDI / JEDI Tickets Brought Forward	0	JTT / ITS Tickets Brought Forward
2	JTT / JTT Tickets Brought Forward	0	Other Tickets Brought Forward

115   IDHS CHD Tickets Worked

10	Broadsword Tickets Worked	48	ISSE Tickets Worked
38	JEDI / AFDI Tickets Worked	4	JEDI / CSE-SS Tickets Worked
4	JEDI / JEDI Tickets Worked	1	JTT / ITS Tickets Worked
10	JTT / JTT Tickets Worked	1	Other Tickets Worked

90   IDHS CHD Tickets Completed

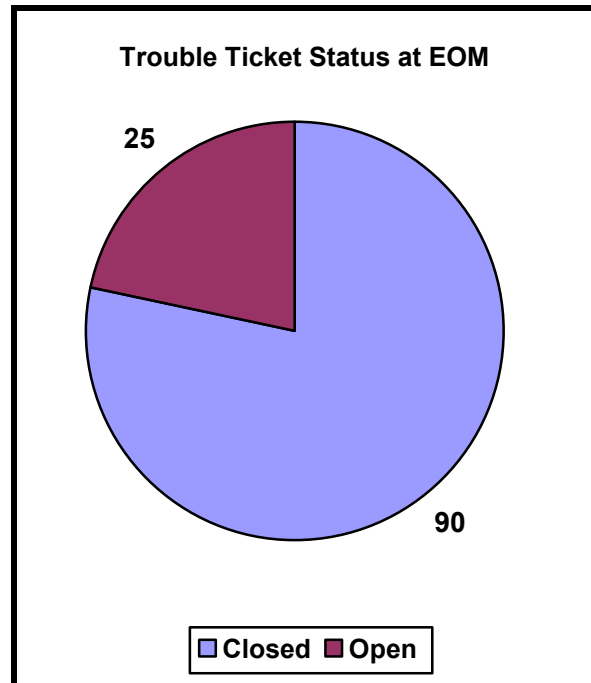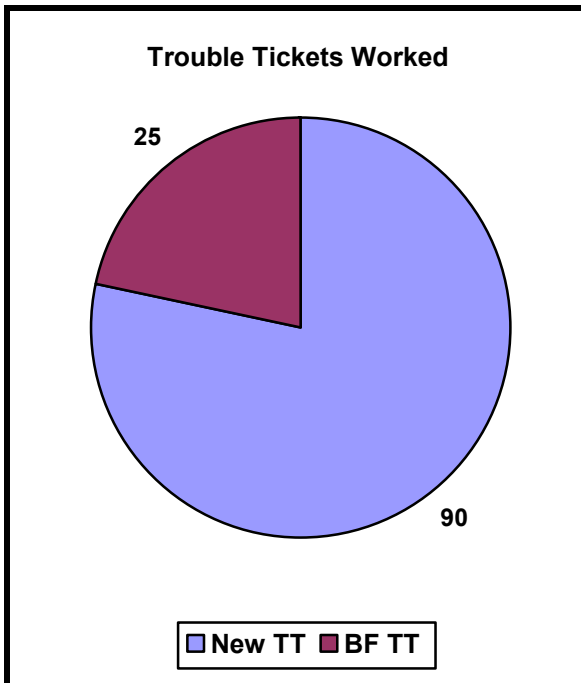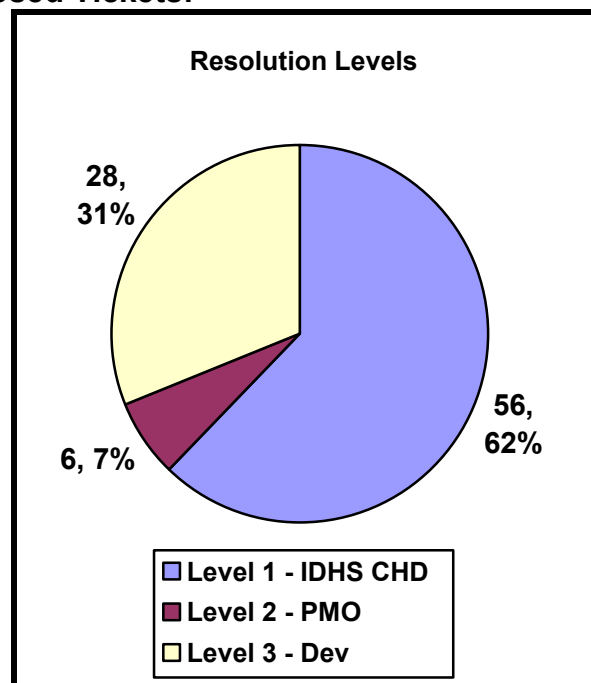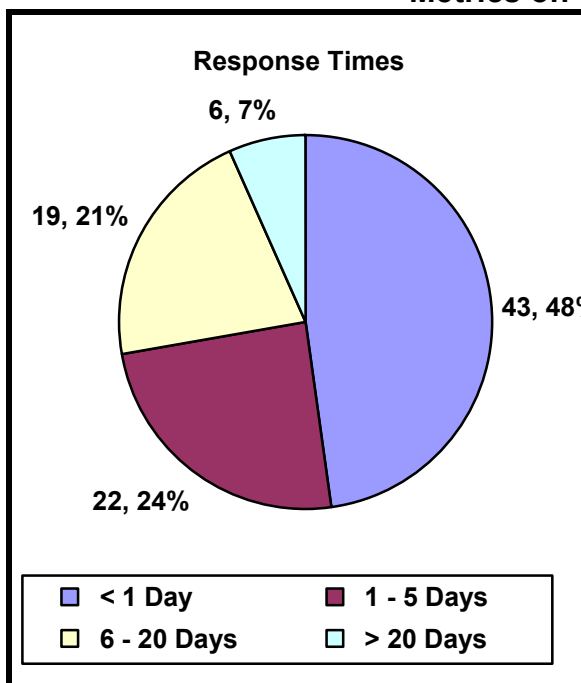|			
8	Broadsword Tickets Completed	40	ISSE Tickets Completed
28	JEDI / AFDI Tickets Completed	0	JEDI / CSE-SS Tickets Completed
3	JEDI / JEDI Tickets Completed	1	JTT / ITS Tickets Completed
9	JTT / JTT Tickets Completed	1	Other Tickets Completed

25   IDHS CHD Remaining Open

2	Broadsword Tickets Remaining Open	8	ISSE Tickets Remaining Open
10	JEDI / AFDI Tickets Remaining Open	3	JEDI / CSE-SS Tickets Remaining Open
1	JEDI / JEDI Tickets Remaining Open	0	JTT / ITS Tickets Remaining Open
1	JTT / JTT Tickets Remaining Open	0	Other Tickets Remaining Open

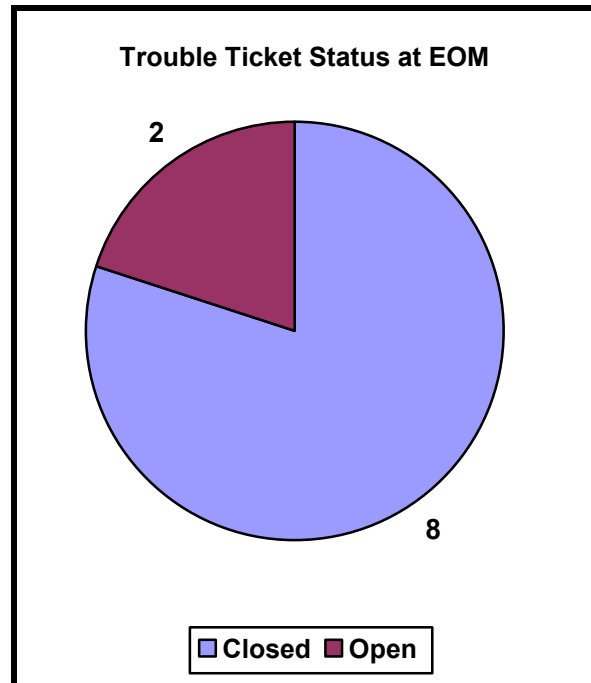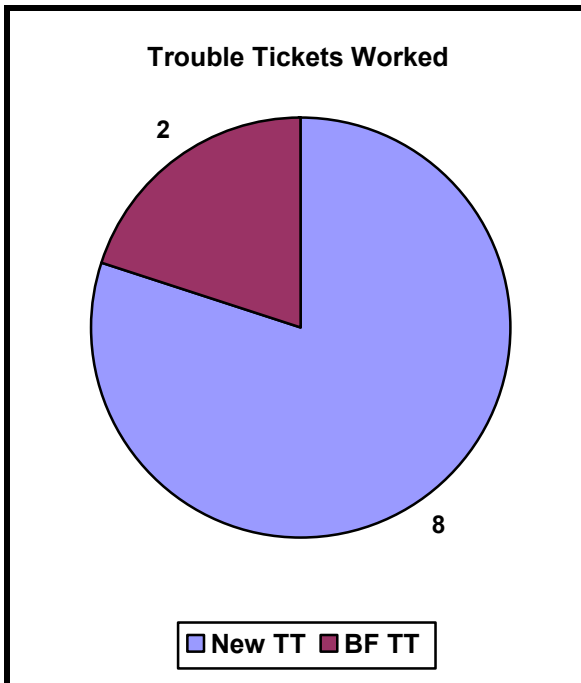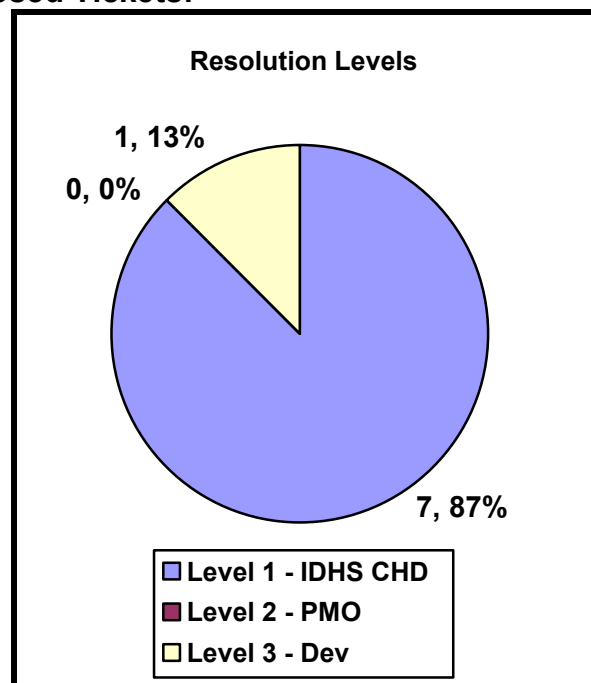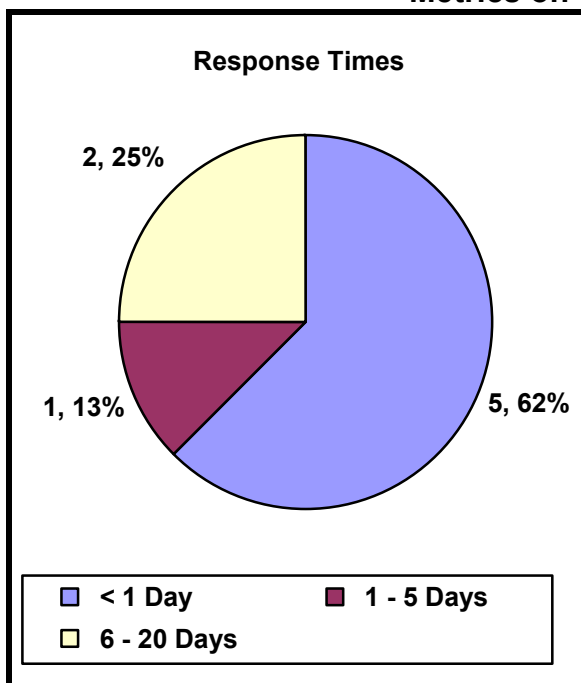| RESPONSE TIMES:	Less than 1 WORK DAY	1 TO 5 WORK DAYS	6 TO 20 WORK DAYS	More than 20 WORK DAYS
BSWD	5	1	2	0
ISSE	15	12	11	2
JEDI / AFDI	14	6	5	3
JEDI / CSE-SS	0	0	0	0
JEDI / JEDI	2	1	0	0
JTT / ITS	0	1	0	0
JTT / JTT	7	0	1	1
Other	0	1	0	0
Total CHD	43	22	19	6

IDHS CHD OVERALL

91　　New Tickets Logged
25　　Tickets Brought Forward
115　　Tickets Worked
90　　Tickets Completed
25　　Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked
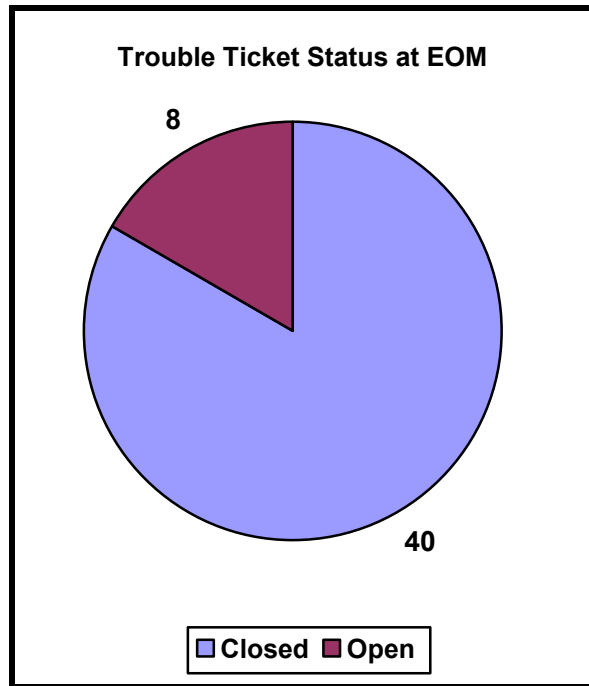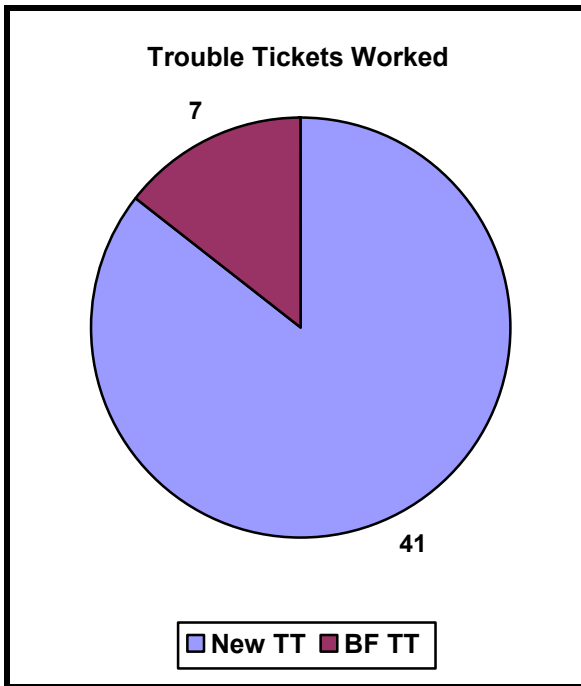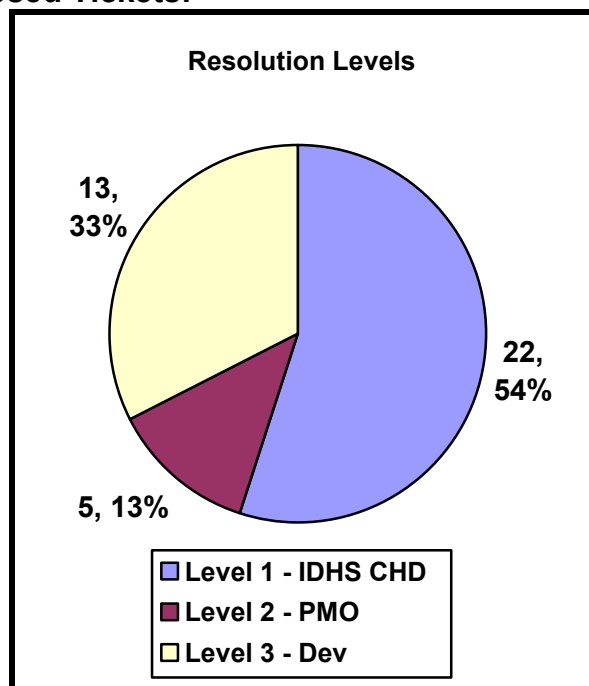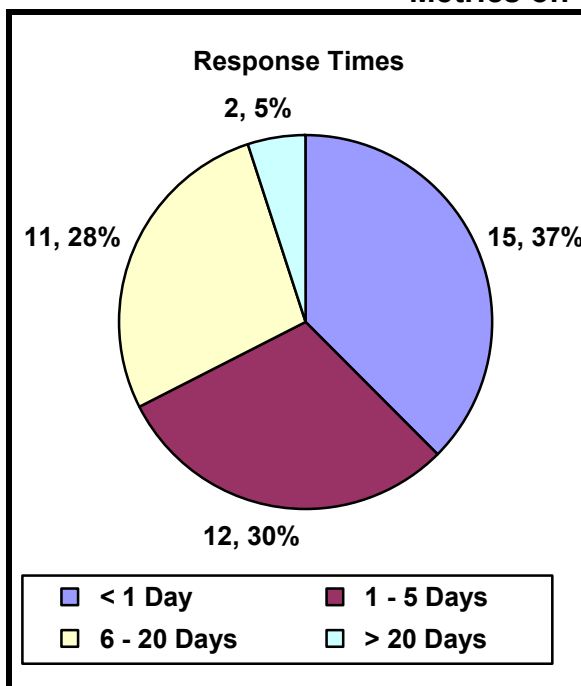
25

90

☐ **New TT** ■ **BF TT**

Trouble Ticket Status at EOM

25

90

☐ **Closed** ■ **Open**

Metrics on Closed Tickets:

Response Times

6, 7%

19, 21%

43, 48%

22, 24%

☐ **< 1 Day**　　■ **1 - 5 Days**
☐ **6 - 20 Days**　☐ **> 20 Days**

Resolution Levels

28, 31%

56, 62%

6, 7%

☐ **Level 1 - IDHS CHD**
■ **Level 2 - PMO**
☐ **Level 3 - Dev**

BROADSWORD

8	New Tickets Logged
2	Tickets Brought Forward
10	Tickets Worked
8	Tickets Completed
2	Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked

2

8

☐ New TT ☐ BF TT

Trouble Ticket Status at EOM

2

8

☐ Closed ☐ Open

Metrics on Closed Tickets:

Response Times

2, 25%

1, 13%

5, 62%

☐ < 1 Day ☐ 1 - 5 Days
☐ 6 - 20 Days

Resolution Levels

1, 13%

0, 0%

7, 87%

☐ Level 1 - IDHS CHD
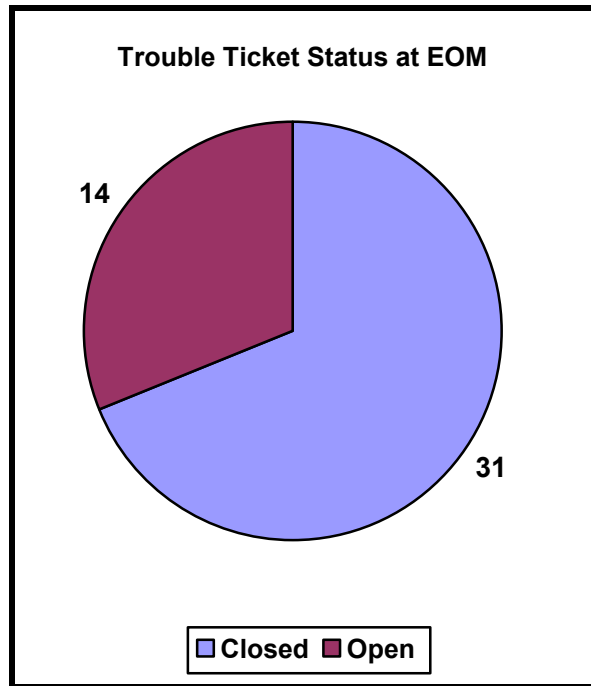☐ Level 2 - PMO
☐ Level 3 - Dev

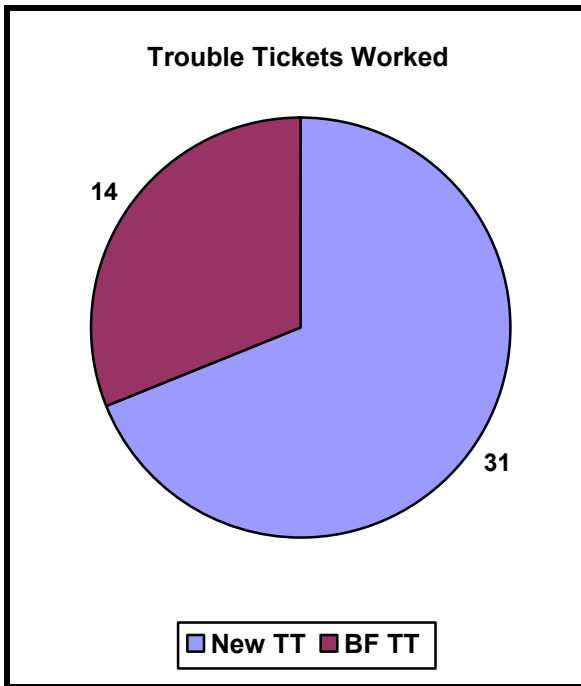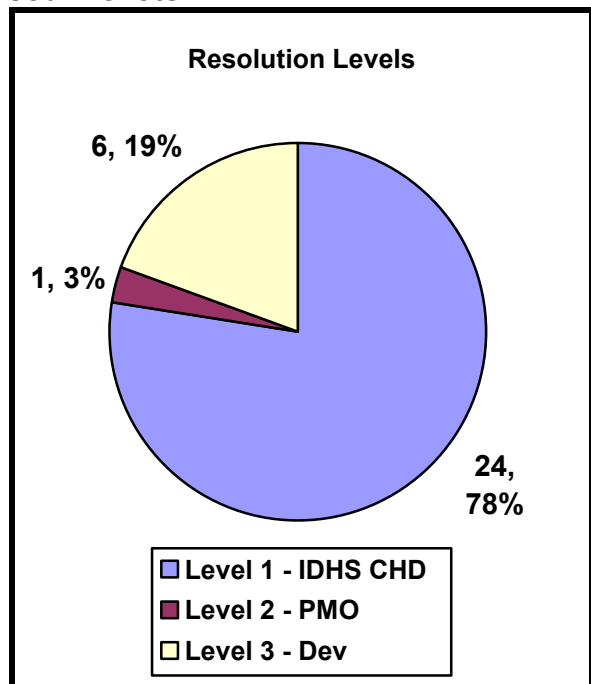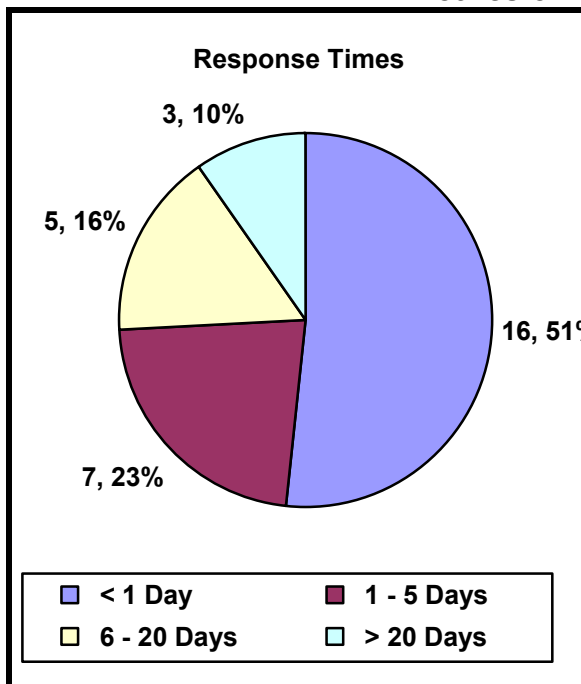# ISSE

41   New Tickets Logged
7   Tickets Brought Forward
48   Tickets Worked
40   Tickets Completed
8   Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked

7

41

☐ New TT ☐ BF TT

Trouble Ticket Status at EOM

8

40

☐ Closed ☐ Open

Metrics on Closed Tickets:

Response Times

2, 5%

11, 28%

15, 37%

12, 30%

☐ < 1 Day   ☐ 1 - 5 Days
☐ 6 - 20 Days   ☐ > 20 Days

Resolution Levels

13, 33%

22, 54%

5, 13%

☐ Level 1 - IDHS CHD
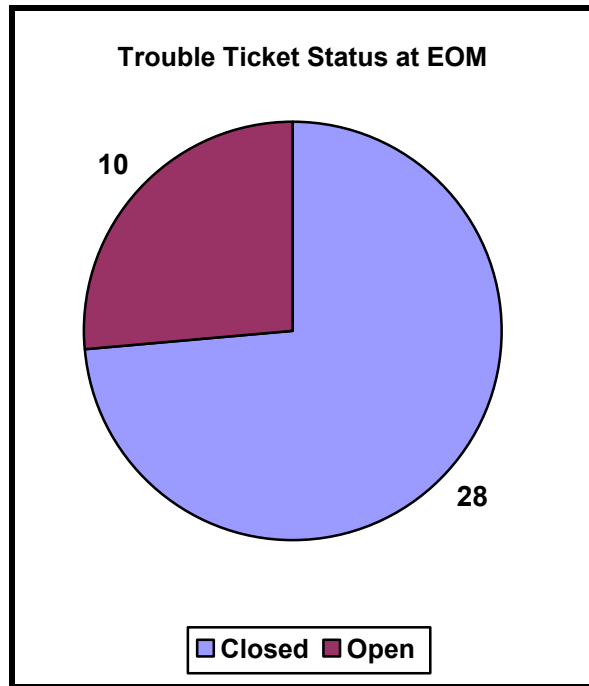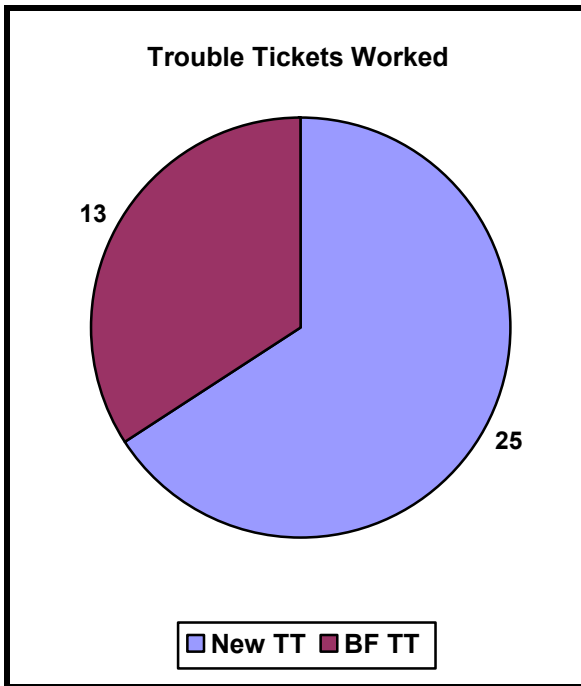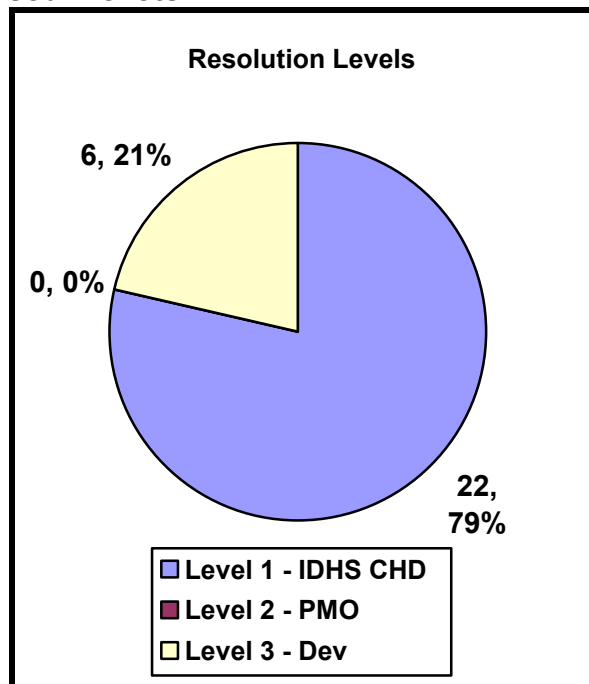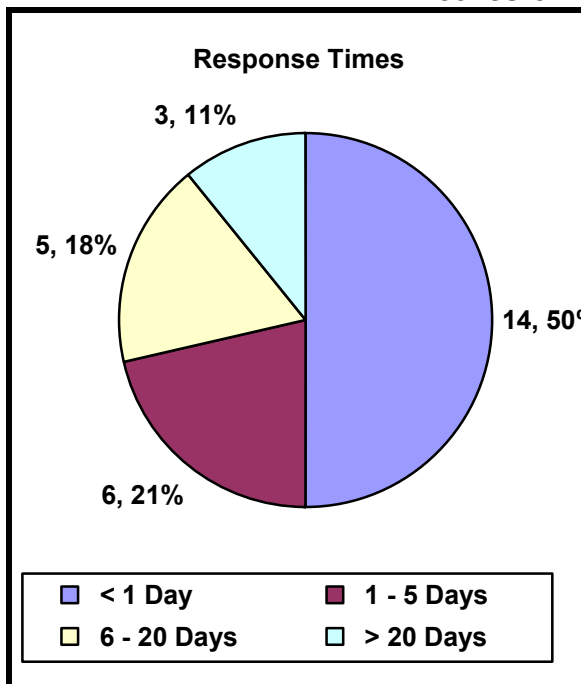☐ Level 2 - PMO
☐ Level 3 - Dev

JEDI OVERALL

31   New Tickets Logged
14   Tickets Brought Forward
45   Tickets Worked
31   Tickets Completed
14   Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked

14

31

New TT ■ BF TT

Trouble Ticket Status at EOM

14

31

Closed ■ Open

Metrics on Closed Tickets:

Response Times

3, 10%

5, 16%

16, 51%

7, 23%

< 1 Day   1 - 5 Days
6 - 20 Days   > 20 Days

Resolution Levels

6, 19%

1, 3%

24, 78%

Level 1 - IDHS CHD
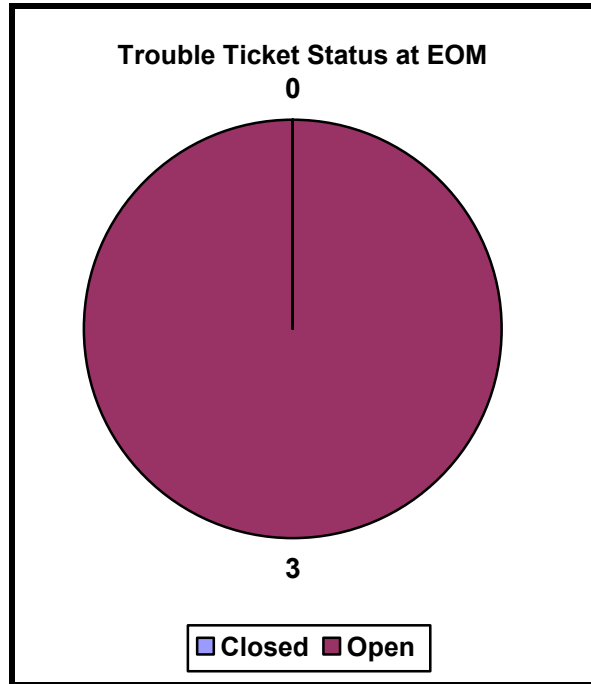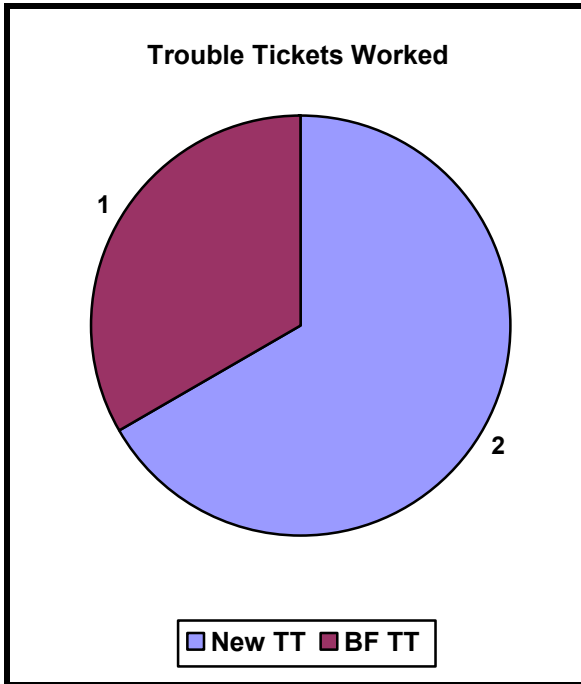Level 2 - PMO
Level 3 - Dev

JEDI / AFDI

- 25   New Tickets Logged
- 13   Tickets Brought Forward
- 38   Tickets Worked
- 28   Tickets Completed
- 10   Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked

13

25

New TT ■ BF TT

Trouble Ticket Status at EOM

10

28

Closed ■ Open

Metrics on Closed Tickets:

Response Times

3, 11%

5, 18%

14, 50%

6, 21%

< 1 Day   1 - 5 Days
6 - 20 Days   > 20 Days

Resolution Levels

6, 21%

0, 0%

22, 79%

Level 1 - IDHS CHD
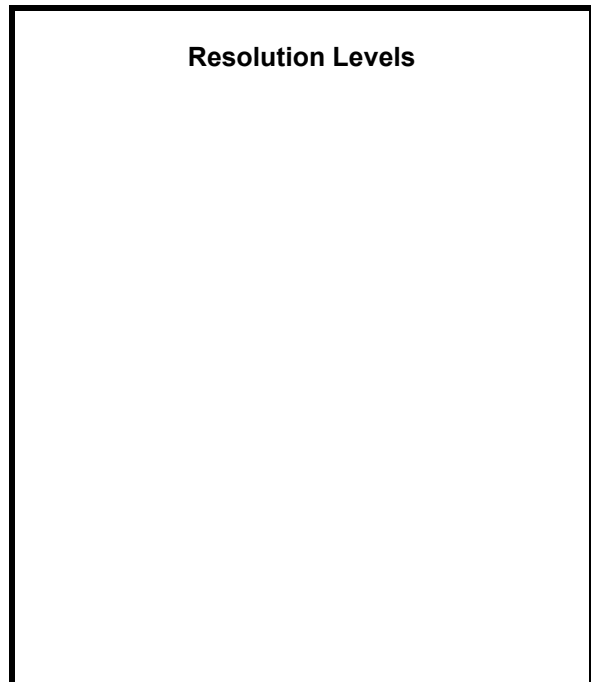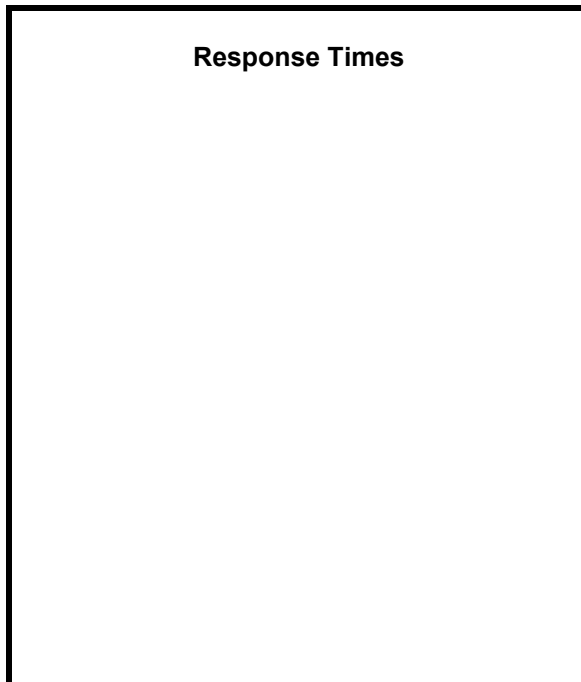Level 2 - PMO
Level 3 - Dev

JEDI / CSE-SS

2   New Tickets Logged
1   Tickets Brought Forward
3   Tickets Worked
0   Tickets Completed
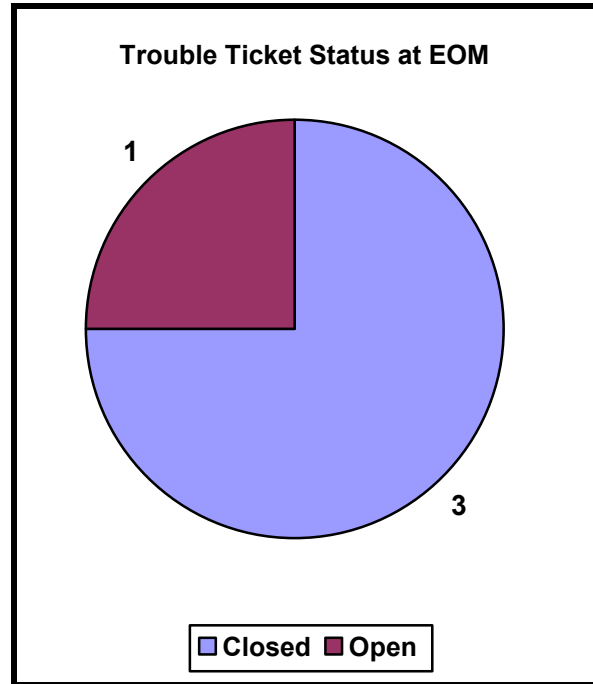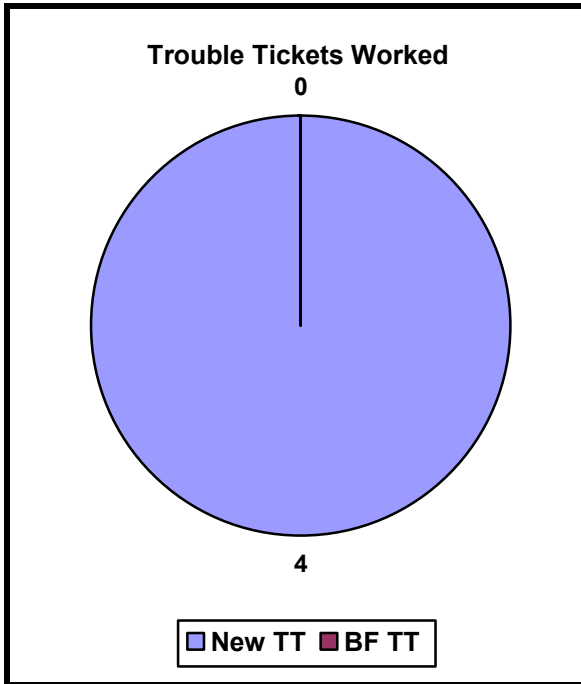3   Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked

1

2

New TT   BF TT

Trouble Ticket Status at EOM

0

3

Closed   Open

Metrics on Closed Tickets:

Response Times
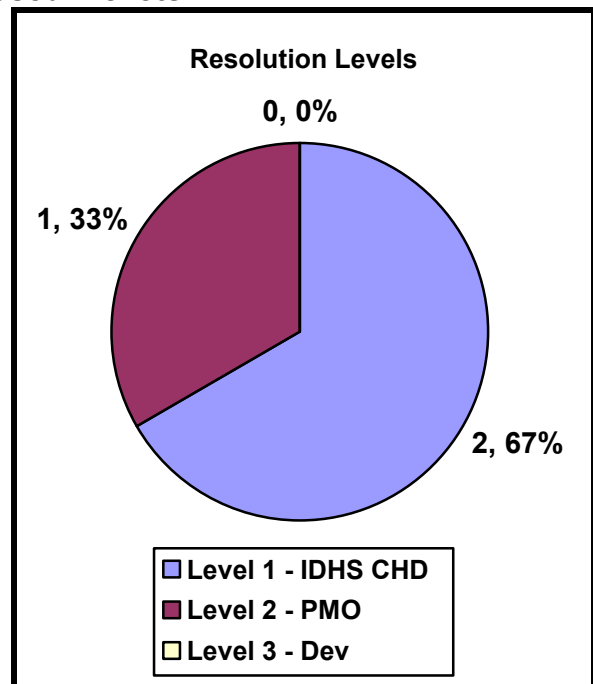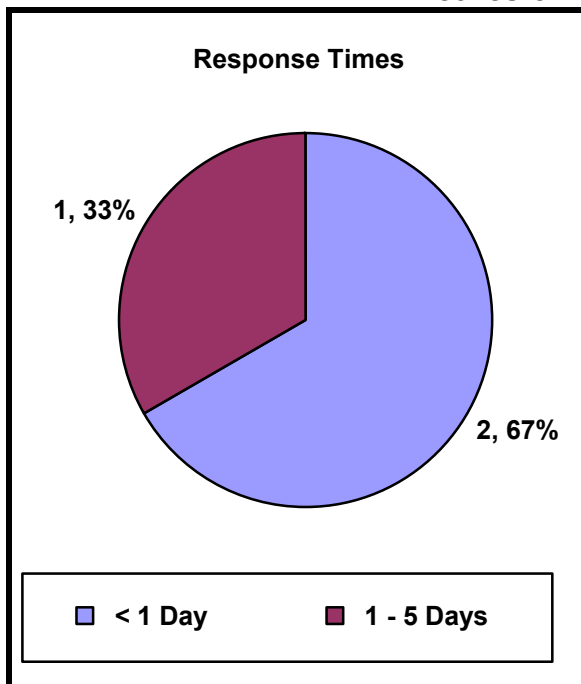
Resolution Levels

JEDI / JEDI

4   New Tickets Logged
0   Tickets Brought Forward
4   Tickets Worked
3   Tickets Completed
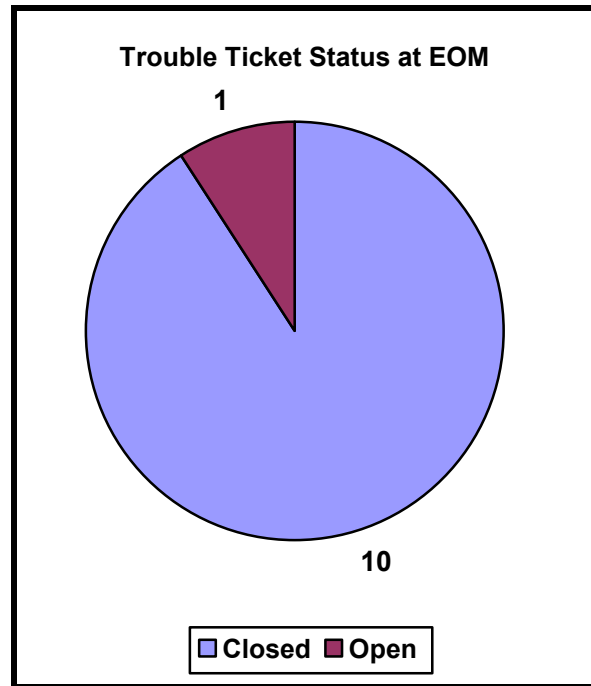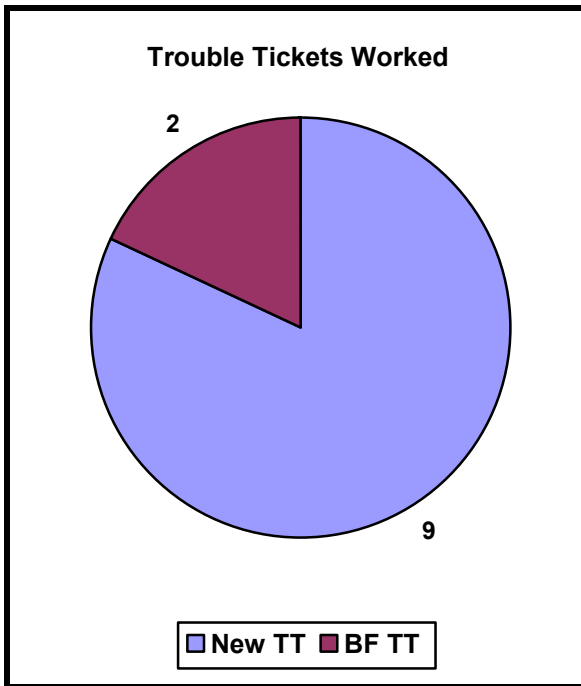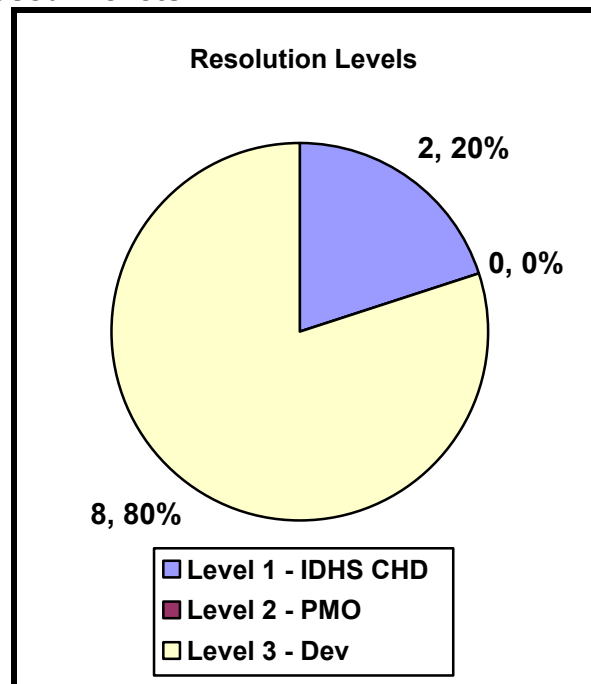1   Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked

0

4

New TT BF TT

Trouble Ticket Status at EOM

1

3

Closed Open

Metrics on Closed Tickets:

Response Times

1, 33%

2, 67%

< 1 Day   1 - 5 Days

Resolution Levels

0, 0%

1, 33%

2, 67%

Level 1 - IDHS CHD
Level 2 - PMO
Level 3 - Dev

JTT OVERALL

9   New Tickets Logged
2   Tickets Brought Forward
11   Tickets Worked
10   Tickets Completed
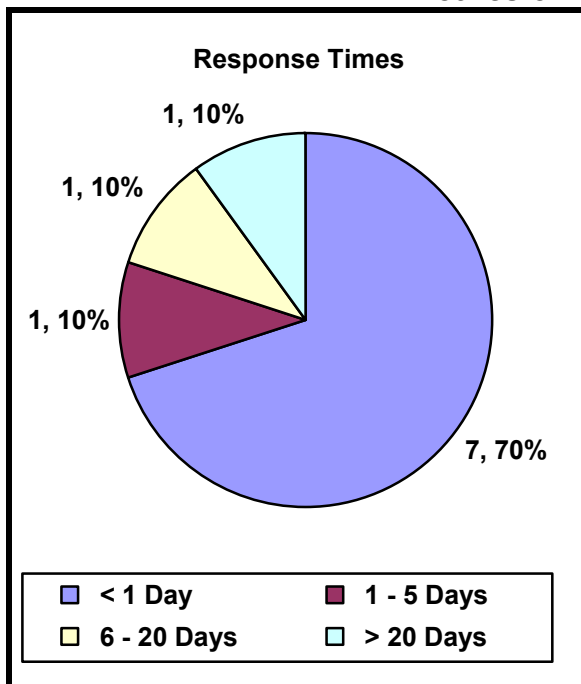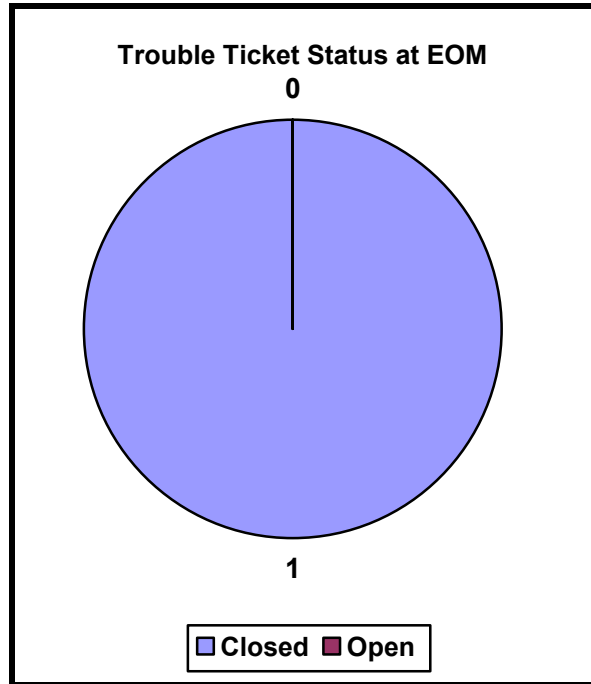1   Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked

2

9

New TT   BF TT

Trouble Ticket Status at EOM

1

10

Closed   Open

Metrics on Closed Tickets:

Response Times

1, 10%
1, 10%
1, 10%
7, 70%

< 1 Day   1 - 5 Days
6 - 20 Days   > 20 Days

Resolution Levels

2, 20%
0, 0%
8, 80%

Level 1 - IDHS CHD
Level 2 - PMO
Level 3 - Dev

JTT / ITS

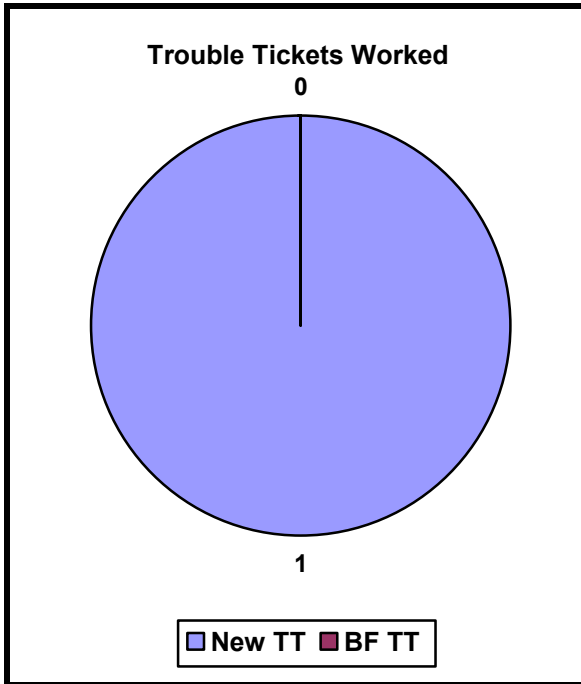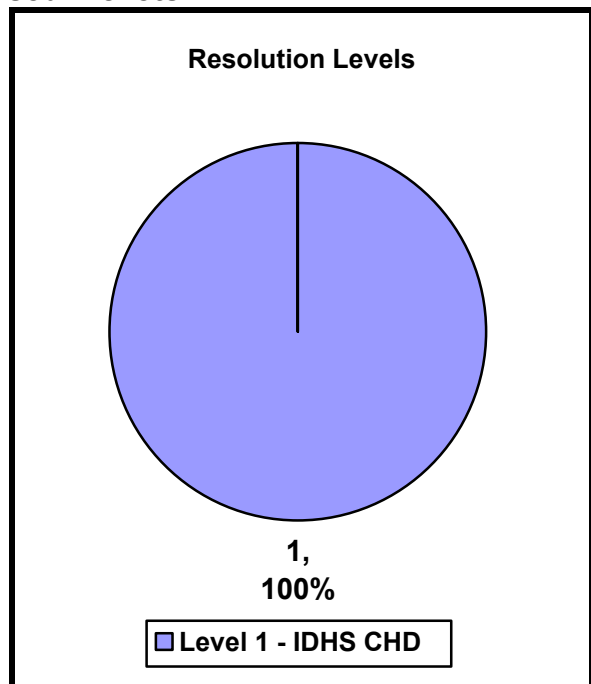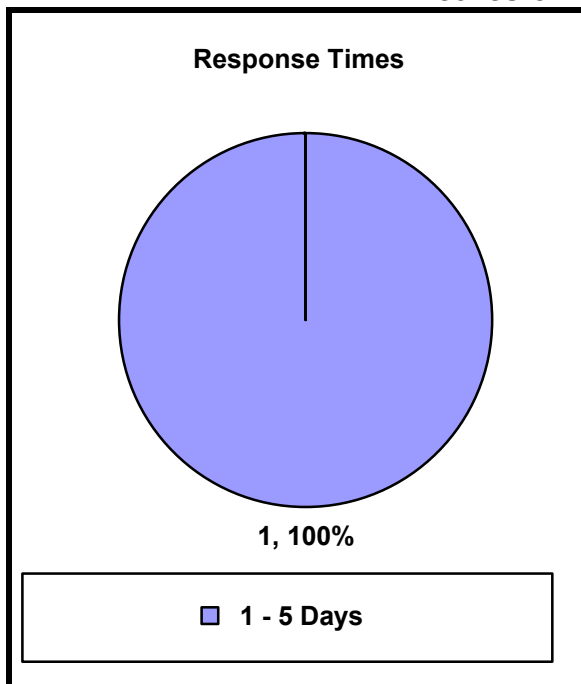1   New Tickets Logged
0   Tickets Brought Forward
1   Tickets Worked
1   Tickets Completed
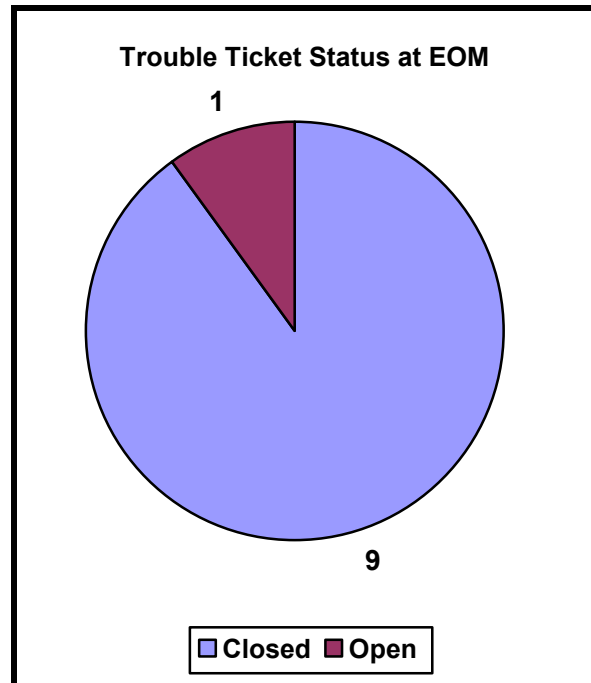0   Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked

0

1

New TT   BF TT

Trouble Ticket Status at EOM

0

1

Closed   Open

Metrics on Closed Tickets:

Response Times

1, 100%

1 - 5 Days

Resolution Levels

1, 100%

Level 1 - IDHS CHD

JTT / JTT

8   New Tickets Logged
2   Tickets Brought Forward
10   Tickets Worked
9   Tickets Completed
1   Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked

2

8

☐ New TT ■ BF TT

Trouble Ticket Status at EOM

1

9

☐ Closed ■ Open
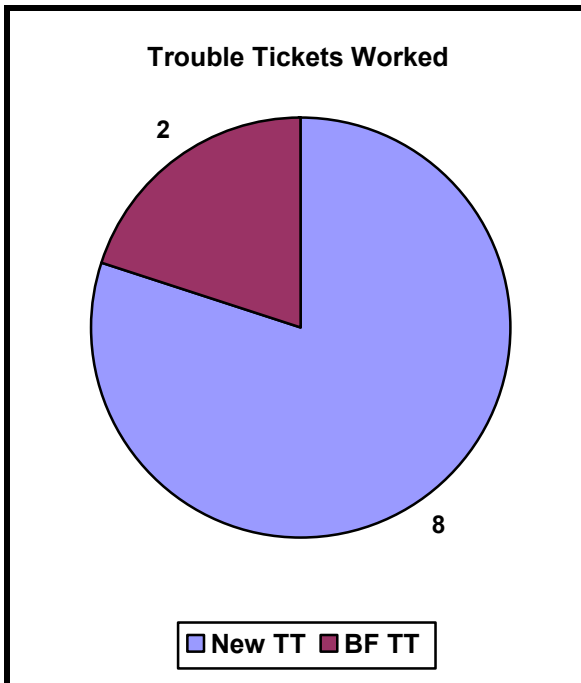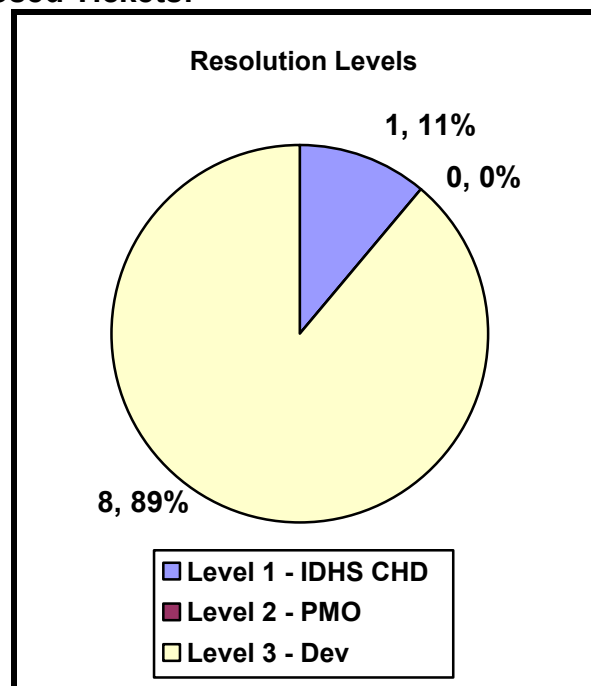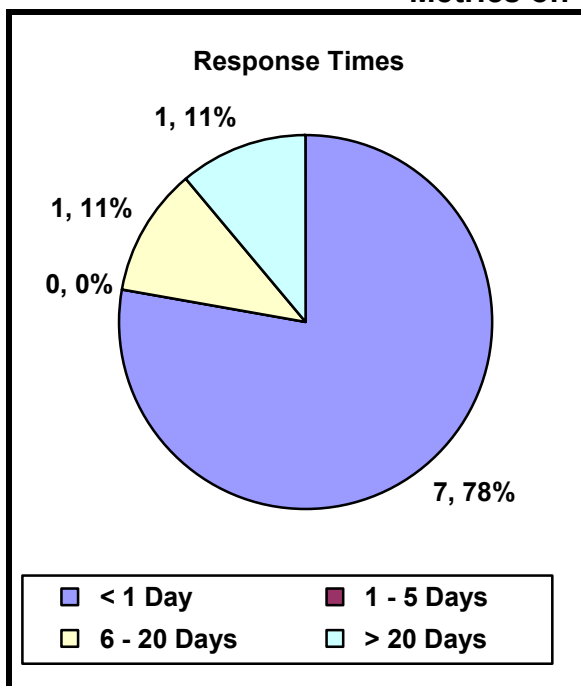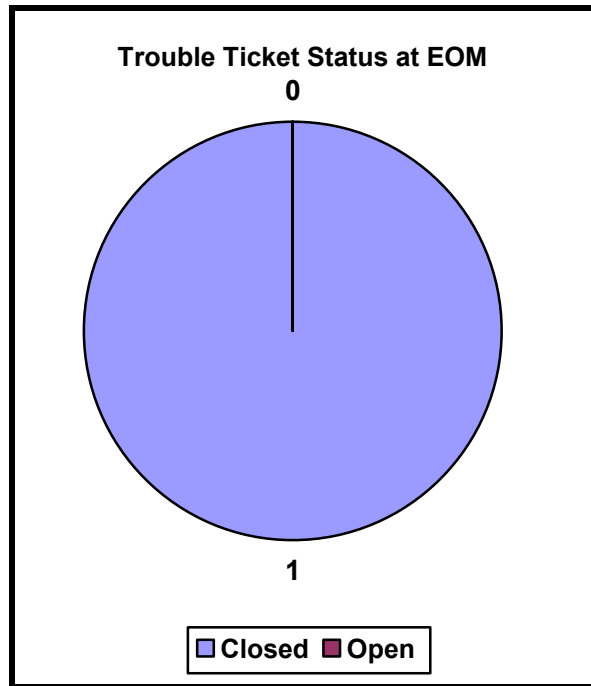
Metrics on Closed Tickets:

Response Times

1, 11%

1, 11%

0, 0%

7, 78%

☐ < 1 Day   ■ 1 - 5 Days
☐ 6 - 20 Days   ☐ > 20 Days

Resolution Levels

1, 11%

0, 0%

8, 89%

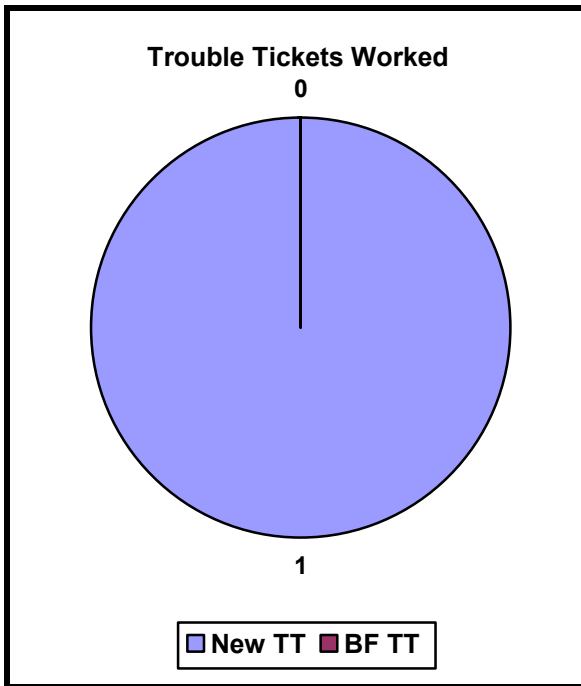☐ Level 1 - IDHS CHD
■ Level 2 - PMO
☐ Level 3 - Dev

OTHER

1　　　New Tickets Logged
0　　　Tickets Brought Forward
1　　　Tickets Worked
1　　　Tickets Completed
0　　　Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked

0

1

New TT **BF TT**

Trouble Ticket Status at EOM

0

1

Closed **Open**

Metrics on Closed Tickets:

Response Times

1, 100%

1 - 5 Days

Resolution Levels

1, 100%

Level 1 - IDHS CHD